

## POSITION DESCRIPTION

**JOB TITLE:** Behavioral Health and Clinic Supervisor

**DEPARTMENT:** Juneau County Department of Human Services

**DIRECT REPORT TO:** Behavioral Health and Clinic Manager

**GRADE:** Administrative 20

**FT.** X **PT.**      **NON-EXEMPT:**      **EXEMPT:** X

### Description:

The purpose of this position is to oversee the mental health long term community programs and staff, including the Comprehensive Community Services (CCS) and Coordinated Services Team (CST). Responsible for program compliance with all State and Federal regulations and ensures meeting requirements for continued State certification for CCS. Evaluate the programs annually or as needed making changes as identified through Quality Improvement (QI) and client satisfaction surveys. The work is performed under the direction of the Behavioral Health and Clinic Manager.

### A. ESSENTIAL FUNCTIONS AND GENERAL STATEMENT OF DUTIES & RESPONSIBILITIES

The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Administers the mental health long term community programs including CCS and CST. Ensures that program meets requirements for on-going State certification for CCS and meets Medical Assistance billing requirements for CCS, CST and Targeted Case Management (TCM).
- Supervises program personnel, reports to Behavioral Health and Clinic Manager any problems with program personnel, sits in on interviewing for new program staff, and assures appropriate collaboration /clinical supervision of all staff involved with CCS, CST and TCM.
- Receives, reviews, and assures appropriate dispositions of all client service referral. Determines client eligibility for services. Assigns case responsibilities, and monitors client services. Facilitates the CCS Coordination Committee. Seeks input from staff and

Committee for ongoing CCS QI plans. Modifies plan and services based upon QI findings and communicates revisions to the State.

- Administers the CCS program within a regional shared services model with Adams, Marquette, Green Lake, Waushara and Waupaca counties. Coordinates with the staff in the CWHP region to provide shared services and ensure compliance with the Memorandum of Understanding (MOU).
- Interfaces with all areas of Juneau County Department of Human Services for program collaboration and service integration.
- Instructs CCS staff on CCS recovery principles, procedures and practices, and monitoring staff compliance. Monitors staff compliance with documentation standards in keeping with Federal and State certification and department standards. Instructs staff on billing efficiencies.
- Assists in developing services based on the CCS service array that is directly provided by CCS staff; supervisor will be a participant in providing some of these services and will have a small Service Facilitation caseload.
- Identifies and coordinates purchased services for CCS/CST clients, collaborating with contract managers and Behavioral Health and Clinic Manager. Monitors provision of services and required documentation for compliance with agreements and QI plan. Responsible for contracted agencies receiving staff training and supervision in compliance with any State certification requirements.
- In conjunction with the Behavioral Health and Clinic manager, is responsible for the day to day general functions related to site management. Help with developing annual budget and monitoring monthly expenditures and revenue.
- In conjunction with the Behavioral Health and Clinic manager provide case consultation and crisis situations during regular business hours.
- Assist in file audits.
- Has a small outpatient client caseload.
- Other duties as assigned by the Behavioral Health and Clinic Manager.

## B. QUALIFICATIONS/EDUCATION/EXPERIENCE

1. Requires a Master's Degree in Psychology, Counseling Psychology, Social Work, or very closely related field from an accredited college. Must be certified for Medical Assistance reimbursement. Must be licensed under Chapter 457, Wisconsin Statutes, as a Marriage and Family Therapist, Professional Counselor, or Social Worker.

2. Requires superior writing skills, and the ability to compose a variety of complex and sophisticated professional documents, assessment, and reports. Requires the ability to comprehend and explain complicated clinical documents and professional literature.
3. Requires outstanding interpersonal skills and problem solving abilities, as well as the ability to work cooperatively with professionals, clients, community service providers, merchants, etc. Requires a solution-oriented approach and the ability to generate creative helpful solutions to problems. Requires the ability to follow directions, apply fairly appropriate agency policies, complete projects in a timely manner, and be a team player.
4. The ability to counsel, treat, mediate, and provide first line supervision. Requires the ability to persuade and convince others, and to advise and interpret how to apply policies, procedures, and standards to specific situations.
5. Requires the ability to work with minimal supervision in a fast-paced and stressful environment focusing on client treatment and habilitation. Requires the ability to maintain the confidentiality of client, staff, and agency information.
6. Requires comprehensive knowledge of techniques for assessing emergencies, various therapeutic approaches, dual diagnosis evaluation and treatment methodologies, Chapters 48 and 51, Wisconsin Statutes, Chapters HFS 34, 36 (CCS), 61, 75, 92, and 94, Wisconsin Administrative Code, and other applicable Federal, State, and County laws, rules, and regulations.
7. Applicants must pass background checks conducted by the Wisconsin Department of Justice and the Wisconsin Department of Health & Family Services.
8. Experience using pertinent State of Wisconsin information systems and Microsoft® Office® software is desirable.
9. Desired qualifications include:
  - a. experience in quantitative and qualitative evaluation of social programs and systems
  - b. working knowledge of operational procedures in county government,
  - c. experience in budget development and oversight,
  - d. experience in long range planning,
  - e. demonstrable public speaking ability, and
  - f. demonstrated initiative.
10. Requires a valid Wisconsin driver's license.

This description has been prepared to assist in evaluating responsibilities, duties and skills of the position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed. It is understood that the Supervisor has the right to assign, direct, modify duties and responsibilities listed and that duties not mentioned that are of a similar kind or level of difficulty shall not be excluded.

EEOC/AA/ADA

Juneau County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

This position description has been prepared to assist defining job responsibilities, physical demands, working conditions and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under supervision. The County retains and reserves any or all rights to change, modify, amend, add to or delete, from any section of this document as it deems, in its judgment, to be proper.

This position description has been prepared to assist defining job responsibilities, physical demands, working conditions and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under supervision. The County retains and reserves any or all rights to change, modify, amend, add to or delete, from any section of this document as it deems, in its judgment, to be proper.

Effective 2017